



ARMY MEDICINE
Serving To Heal...Honored To Serve



Army Patient Centered Medical Home

The Foundation of Health and Readiness

Population Health

1 FEB 2013

Insert name of presenter
Insert presenter email address



Transformation Roadmap



Phase 1:
Build the Team and
Patient Centered
Culture

Phase 2:
Manage Demand

Phase 3:
Advanced Practices

TeamSTEPPS

Service Standards and the Care Experience

Patient Centered Workflow

The Huddle

Team Roles and Responsibilities

Building the Patient Partnership

Empanelment +

Access Management

Care Coordination

Secure Messaging

Population Health

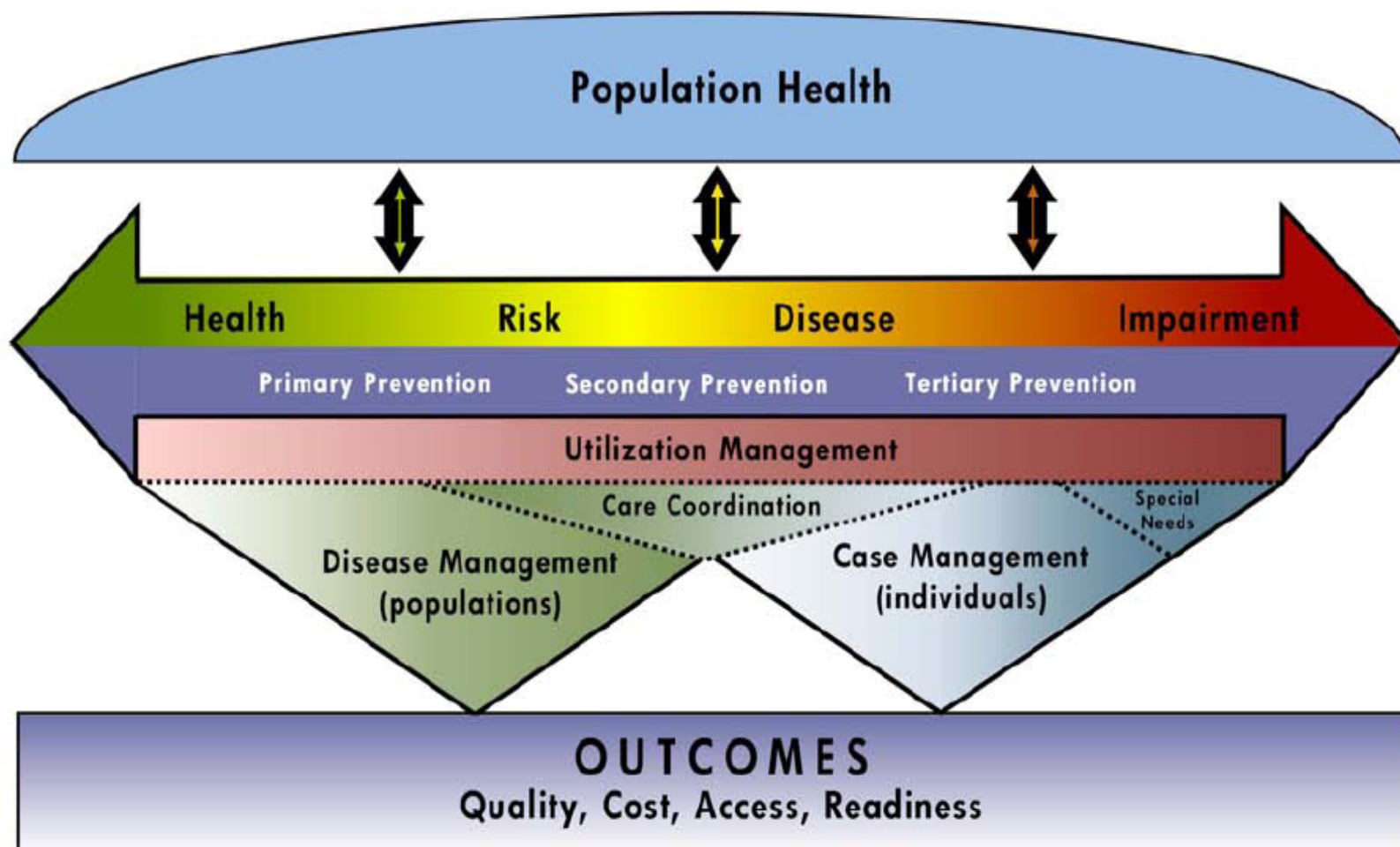
Comprehensive Care Plan

Advanced Access

Team Care + Health Coaching



Medical Management Component Relationships



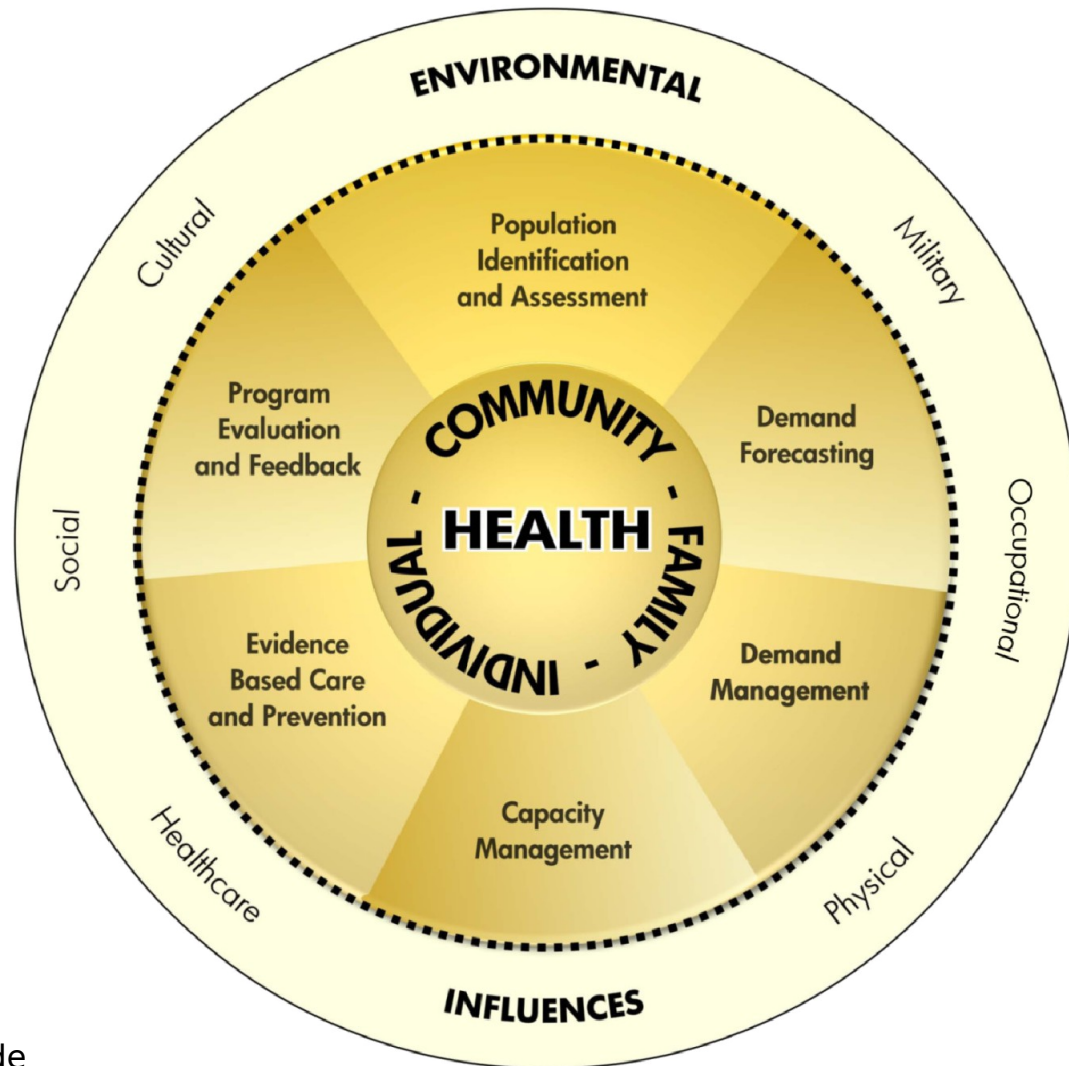
Source: Tricare 2009 Medical Management Guide Version 3.0



MHS Population Health Model



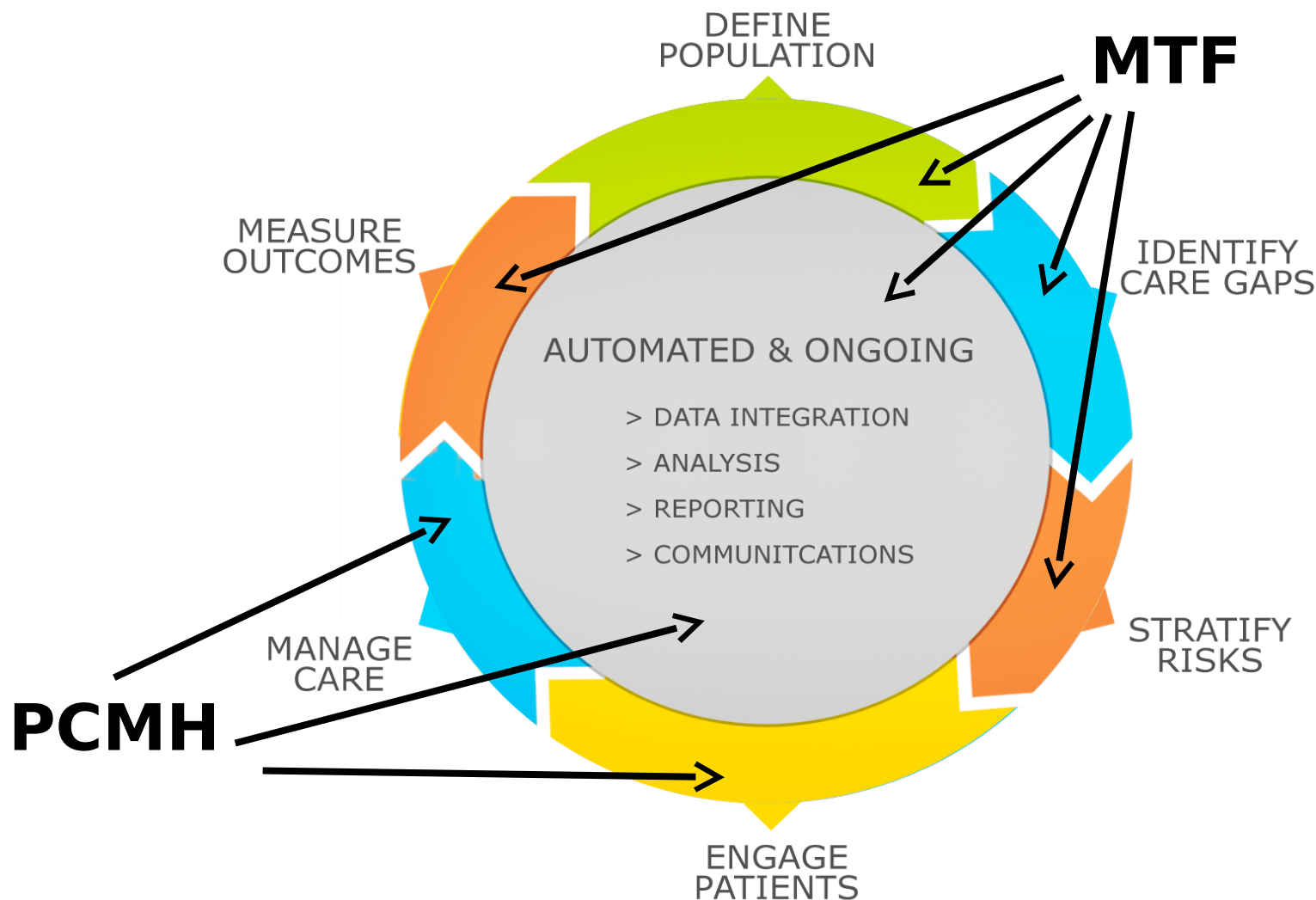
- Population Identification & Assessment.
- Demand Forecasting
- Demand Management
- Capacity Management
- Evidenced-Based Care & Prevention.
- Program Evaluation & Feedback



Source: Tricare 2009 Medical Management Guide
Version 3.0



Summary of Population Health Responsibilities





The Role of the MTF



The MTF Command team is responsible for overall Population Health activity. Here, the MTF acts as the Accountable Care Organization (ACO)

1. Determines the health status of its beneficiary population
2. Prioritizes Population Health activities based on Army Medicine 2020 Strategy and local factors
3. Quantifies gaps and sets goals
4. Develops plans for tackling the prioritized gaps and assigns responsibility within the MTF (ACO)

Source: Tricare 2009 Medical Management Guide



The Role of the PCMH



The PCMH implements the MTF Population Health strategy through activities such as:

- Provision of comprehensive care at every visit
- Development of Comprehensive Care Plans for identified patient cohorts
- Health Coaching for identified patient cohorts
- Care Coordination activities
- Use of Case Management for identified patient cohorts
- Adherence to Huddle checklist to guide care activity
- Use of Secure Messaging (virtual encounters) and other mechanisms to proactively communicate with patients in the Lifespace

Source: Tricare 2009 Medical Management Guide



First Steps



1. Identify roles and responsibilities across the MTF and in the PCMH teams
2. Identify population health status
3. Focus on:
 - Top preventive health needs
 - Chronic condition management needs; match to resources
 - High risk, high volume patients
4. Use the Huddle to turn data into action at the patient interface
5. Begin proactive outreach
6. Analyze performance and make appropriate process changes



Next Steps



- **NEXT:**

- Build shared agendas with patient and family
- Set collaborative goals and develop personalized action plans
- Use Evidence Based Practice Interventions
- Partner with community outreach programs





Resources

CPGs, HEDIS, Medical Management



U.S. ARMY MEDICAL DEPARTMENT
Office Of Quality Management

Risk Management

Clinical Practice Guidelines
Pop Health/HEDIS
Patient Safety
The Joint Commission
Medical Management
Risk Management
Credentialing
Policies
Corporate Quality
Resources
Musculoskeletal Tools
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Access To Care

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Thursday, December 19, 2013

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Contact Web Master



Population Health Databases



- Military Healthcare System Population Health Portal
-CarePoint 3G
<https://carepoint.afms.mil/carepoint/>
- CarePoint Healthcare Applications Suite (CHAS)
[http://
www.carepointcommunity.com/community/index.htm](http://www.carepointcommunity.com/community/index.htm)
|
- Army Command Management System (CMS)
<https://cms.mods.army.mil;>



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